

RAISING THE WORKPLACE STANDARD

ISO 41001:2018 Facilities Management System



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The ISO 41001:2018 Facility Management System standard was released and published by the International Organisation for Standardisation (ISO) in April 2018. The release of this standard was preceded by the release of a suite of supporting documents, released between April and July 2017 namely:

- ISO 41011:2017 Facility management – Vocabulary
- ISO 41012:2017 Facility management – Guidance on strategic sourcing and the development of agreements
- ISO/TR 41013:2017 Facility management – Scope, key concepts and benefits

On another note, the British Institute of Facilities Management (BIFM) has rebranded itself to the Institute of Workplace and Facilities Management (IWFM) in November 2018. The rebranding was aimed to raise the facility management status from a function that is seen as being primarily operational, associated with 'low value' work into something that is more strategic and as way of helping the business to understand the value of facility management services.

"Our purpose in creating IWFM has been to reframe the rationale for FM to generate a better understanding of the value that facilities and workplace professionals can contribute to the success of organisations." ~ Stephen Roots, IWFM Chairman.

From the context of facility management, the release of ISO 41001 and the rebranding of BIFM to IWFM are timely as both are seen as significant events affecting facility management and how it will move forward in the future. With higher emphasis on workplace in the facility management space as in the case of IWFM rebranding, the presence of ISO standards will definitely help as a catalyst for raising the status of workplace and facility management.

Here is how ISO 41001 can complement the facility management industry and in raising the standard of workplace all around the world:

1. It is an International Standard

Being an international standard that will be a universal reference for the industry, it finally gives a sense of pride and belonging to those operating in the FM space. This is an acknowledgement that FM is now recognised internationally as much as other management disciplines or profession such as quality, safety, health and environmental are recognised at international industry level.

2. Context of the Organisation

The standard requires a Workplace and Facility Management organisation with respect to:

- a) **Understanding the organisation and its context:** Determine, demonstrate and document external and internal issues that are relevant to its purpose and its strategic objectives, and that affect its ability to achieve the intended outcomes of the FM system.
- b) **Understanding the needs and expectations of interested parties:** Determine and document the interested parties relevant to the FM system; their requirements; the output that will

satisfy the requirements; the input required to achieve those outputs; and the process to keep the requirements up-to-date.

- c) **Determining the scope of the FM system:** Determine the boundaries and applicability of the FM system to establish its scope. The organisation shall consider the external and internal issues; the requirements of interested parties and the interaction with other management systems. The scope shall be made available as documented information.
- d) **FM system:** Establish, implement, maintain and continually improve the FM system, including the processes needed and their interaction, in accordance with the requirements the standard.

3. Leadership

The standard requires a Workplace and Facility Management organisation with respect to:

- a) **Leadership and commitment:** The top management to demonstrate leadership and commitment with respect to the FM system.
- b) **Policy:** The top management to establish an FM policy that is made available as documented information.
- c) **Organisational roles, responsibilities and authorities:** Top management to ensure that the responsibilities and authorities for relevant roles are assigned and communicated within the organisation.

4. Planning

The standard requires a Workplace and Facility Management organisation with respect to:

- a) **Actions to address risks and opportunities:** When planning for the FM system, the organisation shall consider the internal and external issues and the requirements under the organisation context and determine the risks and opportunities that need to be addressed.
- b) **FM objectives and planning to achieve them:** Establish FM objectives at relevant functions, sub-functions and levels. Consider the requirements of relevant interested parties and of other financial, technical and organisational requirements of the FM planning process. Retain documented information on the FM objectives.

5. Support

The standard requires a Workplace and Facility Management organisation with respect to:

- a) **Resources:** Determine and provide the resources needed for the establishment, implementation, maintenance and improvement of the FM system.
- b) **Competence:** Determine the necessary competence in doing work under its control that affects its FM performance.
- c) **Awareness:** Persons or entities doing work under the organisation's control shall be aware of the FM policy; the strategic objectives, output and desired outcomes; their contribution to the effectiveness of the FM system; and implication of not conforming with the FM system requirements.
- d) **Communication:** Determine the need for internal and external communications relevant to the FM system, including what information it will communicate; why the information need to be communicated; when to communicate; with whom to communicate and how to communicate.
- e) **Documented Information:**
 - i) *General:* Include documented information as required by the standard and as determined by the organisation as necessary for the effectiveness of the FM system.
 - ii) *Creating and updating information:* When creating and updating documented information, ensure appropriate identification and description; format and media; and review and approval for suitability and adequacy.
 - iii) *Control of documented information:* Documented information required by the FM system shall be controlled to ensure it is available and suitable for use; and it is adequately protected.
 - iv) *FM information and data requirements:* Determine its information requirements to support its FM system and the achievement of its organisational objectives.

- v) *Organisational knowledge*: Determine the knowledge necessary for the operation of its processes and to achieve conformity of product and services.

6. Operation

The standard requires a Workplace and Facility Management organisation with respect to:

- a) **Operational planning and control**: Plan, implement and control the processes needed to meet requirements and to implement the action determined to address risks and opportunities.
- b) **Coordination with interested parties**: Manage relationship with end users and other interested parties, and continually coordinate activities to minimise negative impact to the primary activities of the demand organisation.
- c) **Integration of services**: Demonstrate that it has integrated FM functions to ensure effective and efficient delivery of FM services.

7. Performance Evaluation

The standard requires a Workplace and Facility Management organisation with respect to:

- a) **Monitoring, measurement, analysis and evaluation**: Determine the scope of FM services to be monitored in accordance to the scope of the FM system. Retain appropriate documented information as evidence of results. Evaluate the performance and the effectiveness of the FM system.
- b) **Internal audit**: Conduct internal audits at planned intervals to provide information on whether the FM system conforms to the organisation requirements for its FM system, conforms to the requirements of this standard and effectively implemented and maintained.
- c) **Management review**: Review the FM system at planned intervals to insure its continuing suitability, adequacy and effectiveness. Retain documented information as evidence of the results of management reviews.

8. Improvement

The standard requires a Workplace and Facility Management organisation with respect to:

- a) **Nonconformity and corrective action**: When nonconformity occurs, react to the nonconformity; evaluate the need for action to eliminate the causes of nonconformity so it does not recur or occur elsewhere; implement action needed; review the effectiveness of any corrective action taken; make changes to the FM system if necessary; communicate the nonconformity and the corrective action taken to relevant interested parties. Retain documented information as evidence of the nature of the nonconformities, any action taken and results of corrective actions.
- b) **Continual improvement**: Continually improve the suitability, adequacy and effectiveness of the FM system. Demonstrate continual positive approach to the identification, evaluation and management on internal and external factors the impact services. Seek innovation in its working methods and outcomes for the benefit of the demand organisation.
- c) **Preventive actions**: Establish processes to proactively identify potential gaps on service delivery and FM performance and evaluate the need to take proactive measures. Apply corrective actions when a potential gap in service delivery and/or FM performance is identified.

With the presence of this standard, it will provide excellent platform for both the FM organisation (service provider) and the interested parties (recipient of FM services) to have an organised and structured reference when performing the FM service and evaluating/ assessing the workplace and facility management services respectively. A genuine FM provider would definitely be more motivated to deliver real value to its customers since doing so can now be benchmarked against an internationally recognised standard. On the other the hand, recipient of FM services can also perform a better evaluation or assessment on FM organisation or service provider using this standard as a yardstick to indicate how credible is an FM organisation in creating values for their workplace and facilities and helping them to realise their vision in whatever core business they may be in.